

FMS APPLICATIONS OPERATIONS- JULY MONTHLY REPORT

Deliverable 133.1.1d

Executive Summary

Period Ending 7/31/03

Service Level	Description		Current Month		Average Processing Time
			Target	Actual	
	Help Desk Metrics - Response Times				
1.0	Response Time - Calls Closed Within 1 Day		90%	91.0%	
	Change Request Metrics (By Request Type)				
1.1	CR Log Response Time - CRs Logged within 1 Business Day of Receipt		90%	100.0%	
1.2	CR Schedule Accuracy - CRs Implemented on Schedule		90%	100.0%	
1.3	CRs Requiring Rework		90%	100.0%	
	File Processing Metrics				
1.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)		90%	98.6%	17Hrs50m59s
1.5	COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)		90%	94.6%	6.55 Hrs
1.6	FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)		90%	100.0%	0.67 Hrs
1.7	(CB to FMS/GAPS Data Processed within 10 Hours)		90%	100.0%	0.58 Hrs
1.8	(LO to FMS/GAPS Data Processed within 10 Hours)		90%	100.0%	0.53 Hrs
1.9	(LC to FMS/GAPS Data Processed within 10 Hours)		90%	100.0%	0.65 Hrs
	FMS to FMSS Metrics				
2.0	Files Transmitted to FMSS		10	20	
2.1	Business Days to Close the Period		<=3	4	
	Other Service Metrics				
2.2	Service Reporting Delivery		7	5	
	Help Desk Metric - (Info. Only)				
2.3	Request Volume (Total Number of Help Desk Calls and Emails)		<100	178	

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 7/01/03 through 7/31/03
- 2) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LaRS access issues, LaRS Receivables notification issues, LaRS security form and user id issues, functional user issues, GA Forms 2000 support as well as ADI technical/functional support.
- 3) Help Desk spent significant time assisting users with very limited computer knowledge.
- 4) Held FMS change request meetings.
- 5) Helped install Oracle Discoverer.
- 6) The average IF010 Processing time was 43 Hours, 41 minutes and 19 seconds. This refers to the actual processing time of the file. There was one file from June that was reprocessed in July that caused the average processing time to increase. If this batch is excluded, the average IF010 processing time is 35 minutes and 48 seconds. The average processing time of the IF020 file was 32 seconds and the average processing time for the
- 7) Metric 2.1 was based on the assumption that FMS will be closed on August 6. The metrics are being delivered on August 5.

(See Appendix A for detailed explanations of the Metrics.)